

Thursday, September 27

1:00 PM - 4:00 PM	Pre-Conference Workshop for Baldrige Beginners (Optional) Palomas Sedona Priscilla Nuwash , President, Center for Performance Excellence, Poudre Valley Health System
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Friday, September 28

7:00 AM - 8:00 AM	Continental Breakfast North Center Foyer		
8:00 AM - 8:10 AM	Opening Plenary, Welcome North Center Ballroom Karen Shepard , Executive Director, Arizona Quality Alliance Robert Fangmeyer , Deputy Director, Baldrige Program		
8:10 AM - 9:30 AM	Plenary Session: Leadership Presentations by 2011 Award recipients North Center Ballroom <ul style="list-style-type: none"> Bruce Kintz, President and CEO, Concordia Publishing House Rose Glenn, Senior Vice President, Communications, and Chief Marketing Officer, Henry Ford Health System Gary Meyer, President and CEO, Schneck Medical Center Michelle Tierney, Vice President, Organizational Development and Innovation, Southcentral Foundation 		
9:30 AM - 9:45 AM	Networking Break North Center Foyer		
9:45 AM - 10:30 AM	South Ballroom	Bouchon	Rattlers
	Leadership Cindy Milrany Freese and Nichols	How to Change the Culture of an Organization Craig Deao Studer Group	Incorporating ISO Principles and Regulatory Requirements into the Baldrige Framework Jan Hickey VA Pharmacy Center
	Strategic Planning Sharon Fenn and Michelle Tierney Southcentral Foundation	Management by Fact Steve Harris Concordia Publishing House	Baldrige Impacts Melanie Taylor Iredell-Statesville Schools
10:45 AM - 11:30 AM	Customer Focus Tammy Dye and Suki Wright Schneck Medical Center	Leadership and the SQL Journey Cindy Gruben Sonora Quest Laboratories Arizona State Award Recipient Session	Engaging the Workforce Through Communications and Innovation Rose Glenn Henry Ford Health System
11:45 AM - 12:30 PM			
12:30 PM - 1:30 PM	Lunch North Center Ballroom		
1:30 PM - 2:15 PM	Measurement, Analysis, and Knowledge Management Sharon Fenn and Michelle Tierney Southcentral Foundation	Integrating Baldrige and Other Performance Improvement Models Joe Brescia U.S. Army Armament Research, Development, and Engineering Center (ARDEC)	Everything You've Always Wanted to Know About Writing an Application Priscilla Nuwash Poudre Valley Health System
2:30 PM - 3:15 PM	Workforce Focus Noel Baril Henry Ford Health System	How Our Baldrige Journey Helped Us Address Challenges in Education Lisa Muller Jenks Public Schools	Organizational Learning-Successes and Failures in Our Lean Six Sigma Journey Jason Broad and Amy Kosifas Sharp HealthCare
3:15 PM - 3:30 PM	Break North Center Foyer		
3:30 PM - 4:15 PM	Operations Focus Karen Capps Concordia Publishing House	Bridging the Gap Between Strategy and Culture Tammy Dye and Suki Wright Schneck Medical Center	Baldrige: A Decade of Performance Excellence Charles Sorensen University of Wisconsin-Stout
4:30 PM - 5:00 PM	Closing Speaker - Kay Eggleston, President, Richland College North Center Ballroom		